



Frequently Asked Questions

State Connectivity Dollars Effective 7-1-09

Filings of E-rate Effective 7-1-10

Q: Who will I be sending my invoice payments to for the 2009 invoice year (7-1-09 to 6-30-10)?

A: Send your payments to: Indiana Department of Education. This is noted on your invoice.

Q: Will E-rate and the state connectivity portion be discounted on the 2009 invoices?

A: Yes, same as it has been on the past invoices.

Q: Who will I be sending my invoice payments to for the 2010 invoice year (7-1-10 to 6-30-11)?

A: The service provider that is selected through DOE's bidding process.

Q: When will the first invoice for 2009 be sent to us?

A: Sometime around the middle of September 2009. The first invoice will include July, August & Septembers services.

Q: Will the invoices be sent on a monthly basis now?

A: Yes, starting with the October 2009 invoice.

Q: Where will I find the forms I normally filled out each year for our 2010 Internet filing?

A: We are still working through that process and will notify the members soon.

Q: Which schools will AdTec be assisting?

A: Schools that have Internet service on the state network.

Q: Is there a link to the 2 WebEx calls DOE hosted to discuss the changes to E-rate filing and the billing process?

A: Yes, it is located at <http://www.doe.in.gov/olr/>



Q: Will there be any more WebEx calls in the future?

A: **We may have others specifically regarding the filings of 2010 E-Rate year.**

Q: For 2010 when will the state connectivity dollars be mailed to the schools for 2010 Internet payments?

A: **We have had several suggestions but have not made a final determination.**

- **A check mailed to the schools for the full year of 2010**
- **A check mailed to the schools on a monthly basis**
- **A check mailed to the schools twice a year**

Q: Are the state connectivity dollars available to schools that are not on the state network?

A: **No, the state connectivity dollars will continue to be available only to those schools on the state network.**

Q: Will each school district sign a contract for Internet services with the selected Internet provider?

A: **No, DOE will still procure the Internet services with the selected vendor and hold the contract.**

Q: Who should we contact with questions regarding our current or planned level of services?

A: **Please contact your ENA sales representative or call their toll free number 1-888-612-2880.**

As of 8-26-2009